Enterprise Messaging Solutions

Session 633

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Enterprise IT

Enterprise Messaging Solutions

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http://developer.apple.com/wwdc2005/

Introduction

- Enterprise Mac OS X Groupware client product update
- Mac OS X Server Collaboration Solutions
- Technical Case Studies
  - Children's Hospital Oakland Research Institute
  - George Lucas Educational Foundation
- Conclusion

Groupware Enterprise Client Update

http://developer.apple.com/wwdc2005/

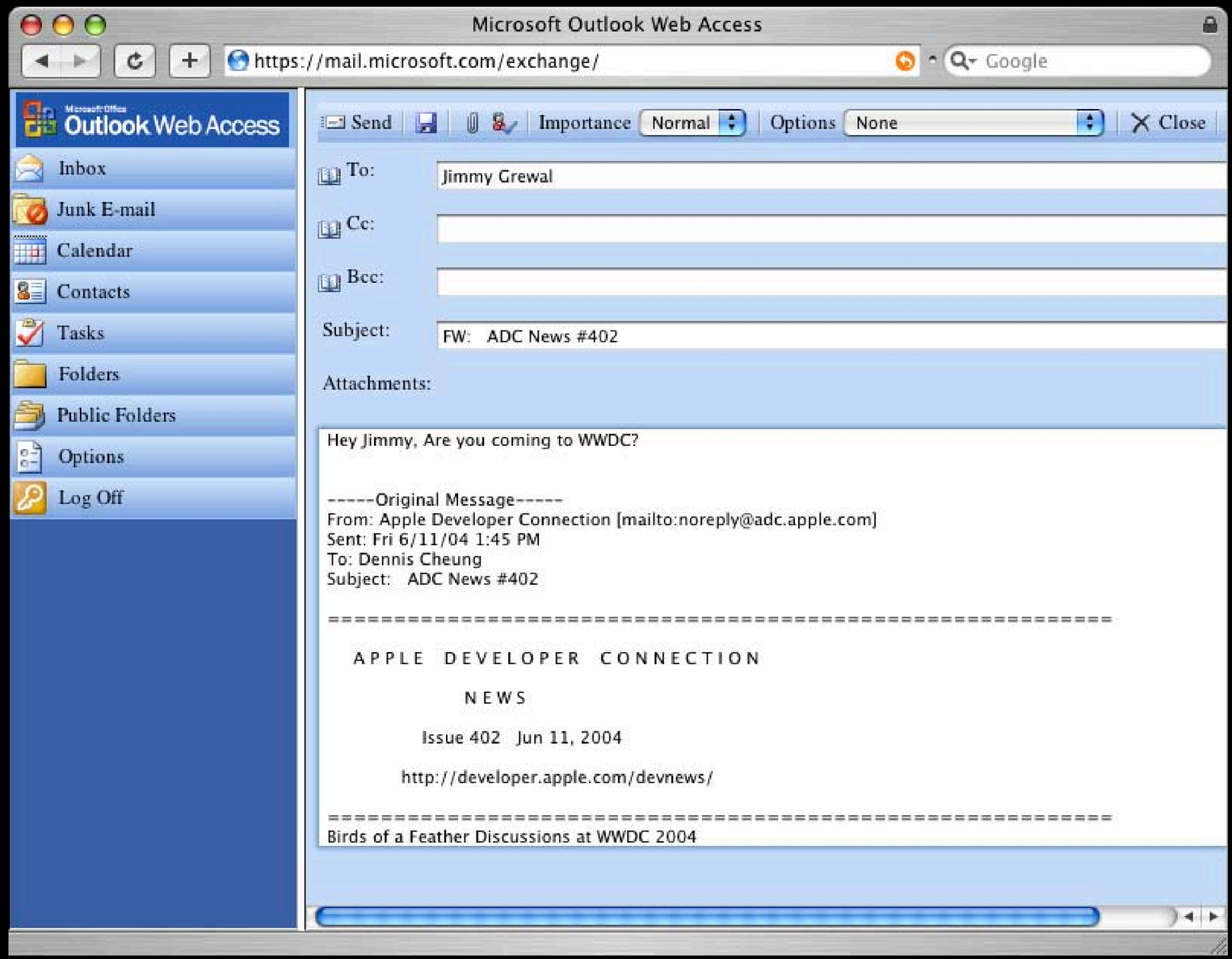
Microsoft

http://developer.apple.com/wwdc2005/

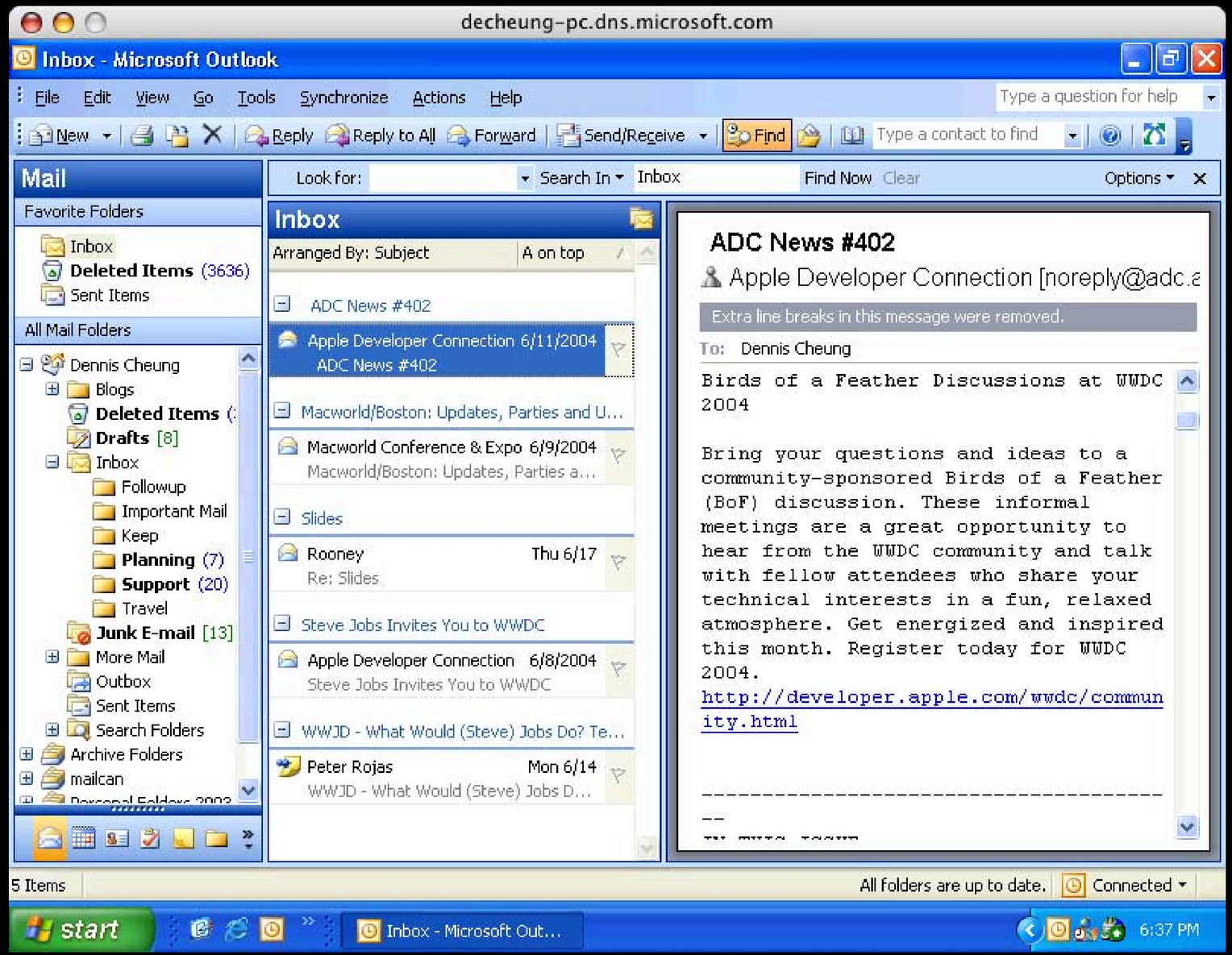
Client Options for Exchange

- For Mac OS X clients
  - Entourage 2004 (more in upcoming SP 2)
  - Remote Desktop Connection Client
  - Virtual PC 7.0.1
- For Mac OS 9 clients
  - Outlook 2001 for Mac
  - Entourage 2001
- Outlook Web Access

Outlook Web Access



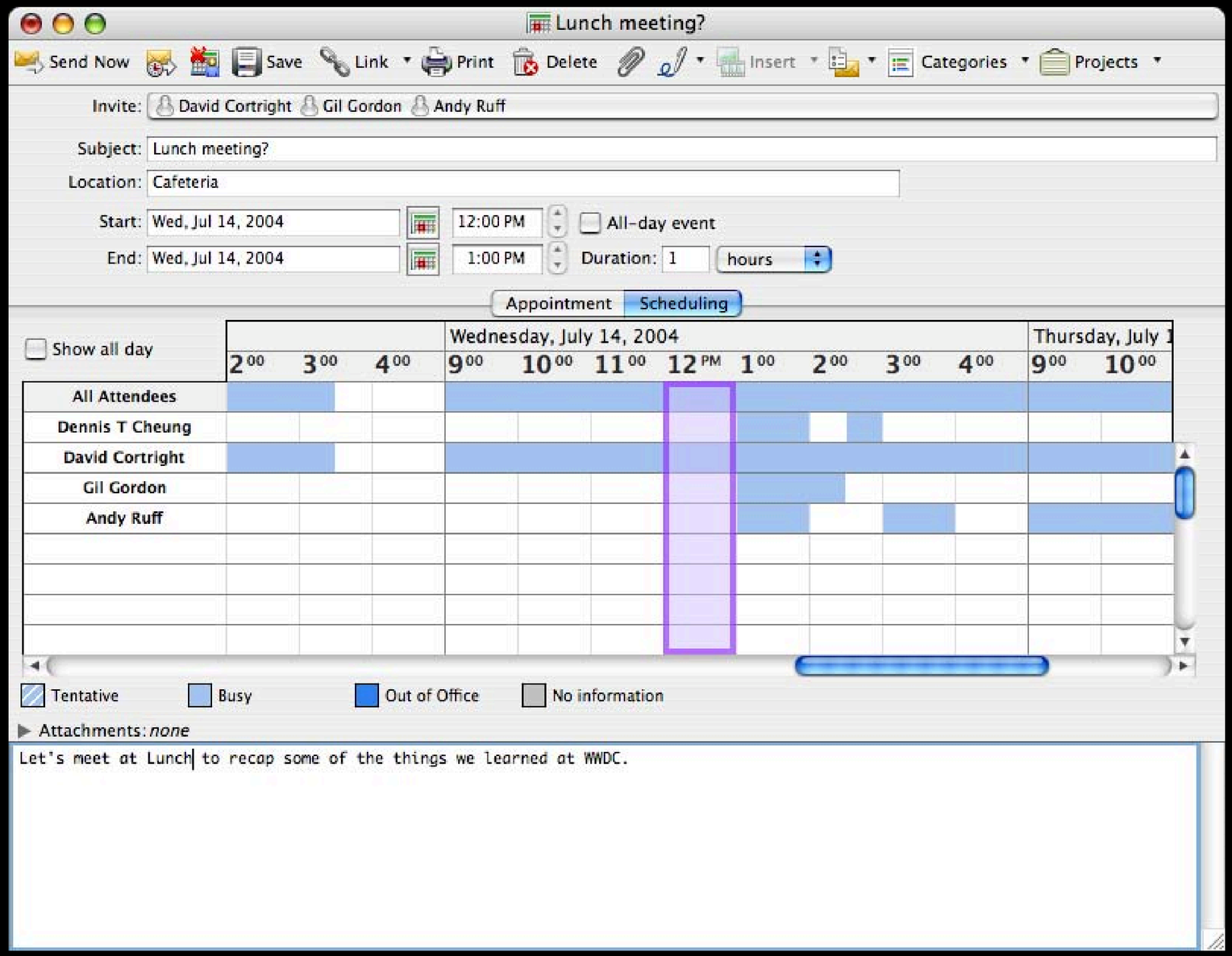
Remote Desktop Connection



Entourage 2004

- Synchronization of e-mail, calendar, and address book via WebDAV standard
- Scheduling
- Searchable global address list directory
- Forms-based authentication support
- Core delegate access support
- Designed exclusively for Mac OS X

Entourage 2004



Office 2004 for Mac Service Pack 2

- Delivers enhanced security and updates and fixes identified by customers though support and Microsoft Error Reporting
- Primary focus on increased Exchange functionality for Entourage
- Available in the second half of 2005 via Auto Update and by download from www.microsoft.com/mac

Office 2004 for Mac SP2 Key Features

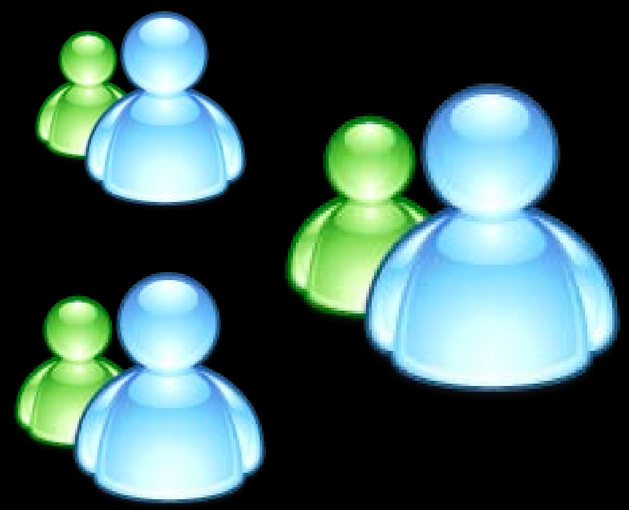
- Faster Syncs—Improved sync speed and reliability; sync e-mail, events, and contacts in seconds instead of minutes
- Calendaring—Addresses data loss and duplication of calendar events. Improved interoperability with Outlook
- Public folders—Ability to quickly browse and create items within message, calendar and contact public folders
- Mailbox quota usage—Users may determine the amount of server-side storage space used by folders

Office 2004 for Mac SP2 Key Features

- Browseable Global Address Book—GAL is easier to access and retrieves full Active Directory contact information
- Multiple calendar and address book—Users can have more than one calendar and address book in an Exchange account
- Conversation grouping—Grouping mail based on conversations simplifies tracking of ongoing e-mail threads
- Sharing—Users may set permissions on mailbox folders and quickly open another user's shared folders

Entourage Server-Side Requirements

- Microsoft Exchange 2000 Server or later (with Service Pack 2 or later)
- Outlook Web Access must be installed and enabled
- The following protocols must be enabled
  - WebDAV (used by Outlook Web Access and Entourage 2004)
  - Lightweight Directory Access Protocol (LDAP)



Microsoft Messenger for Mac 5.0

- Upcoming version enables secure, real-time communication, for corporate Mac users and makes collaboration even easier
- Available in the second half of 2005 via free download from www.microsoft.com/mac

Microsoft Messenger for Mac 5.0

- Improved security—IM conversations between employees run through Live Communication Server and stay within the corporate firewall
- Live Communications Server support—Enables server side session logging, and more secure corporate messaging
- Better integration—Streamlines messaging communications through access to the corporate address book or GAL, as well as improved connections to Entourage
- Tabbed viewing—Provides the ability to simultaneously access corporate and personal messenger accounts through a new tabbed interface
- New and improved user interface—Takes advantage of the Mac look and feel with new user tiles and an improved UI

Server Side Requirements

- Live Communication Server 2005 SP1
  - Currently shipping
- Support for Live Communication Server 2005 Public IM connectivity
  - Separate CAL required

Microsoft

Microsoft's Commitment

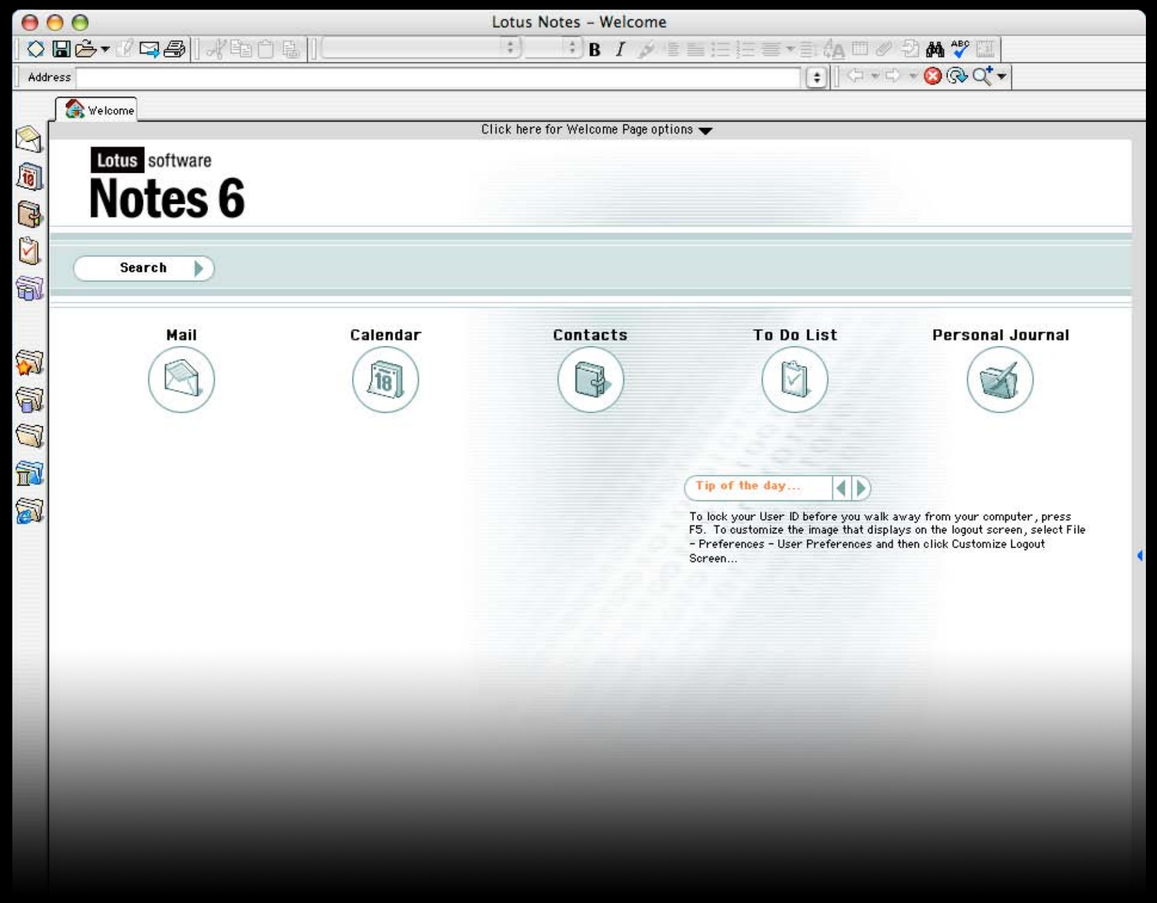
- We are committed to the Mac platform
  - Several titles released in the last 18 months
  - We will continue to develop great Mac software
  - Already working on next version of Office for Mac and OS X for intel commitment
  - Strong working relationship with Apple
- We value our Mac customers in the Enterprise

Resources

- Microsoft Exchange Server
  - http://www.microsoft.com/exchange
- Microsoft Entourage 2004
  - http://www.microsoft.com/mac
- Microsoft Entourage 2004—Exchange
  - http://www.microsoft.com/mac/products/entourage2004/entourage2004.aspx?pid=exup2004
- Enterprise Deployment Documentation—Including info on using Entourage with Exchange
  - http://www.microsoft.com/mac/downloads.aspx?pid=download&location=/mac/download/office2004/office2004ResourceKit.xml&secid=4&ssid=7&flgnosysreq=True
- Contact your Microsoft account manager for further information on Entourage and deployment of SP2

IBM

http://developer.apple.com/wwdc2005/



Current Status for Mac Clients

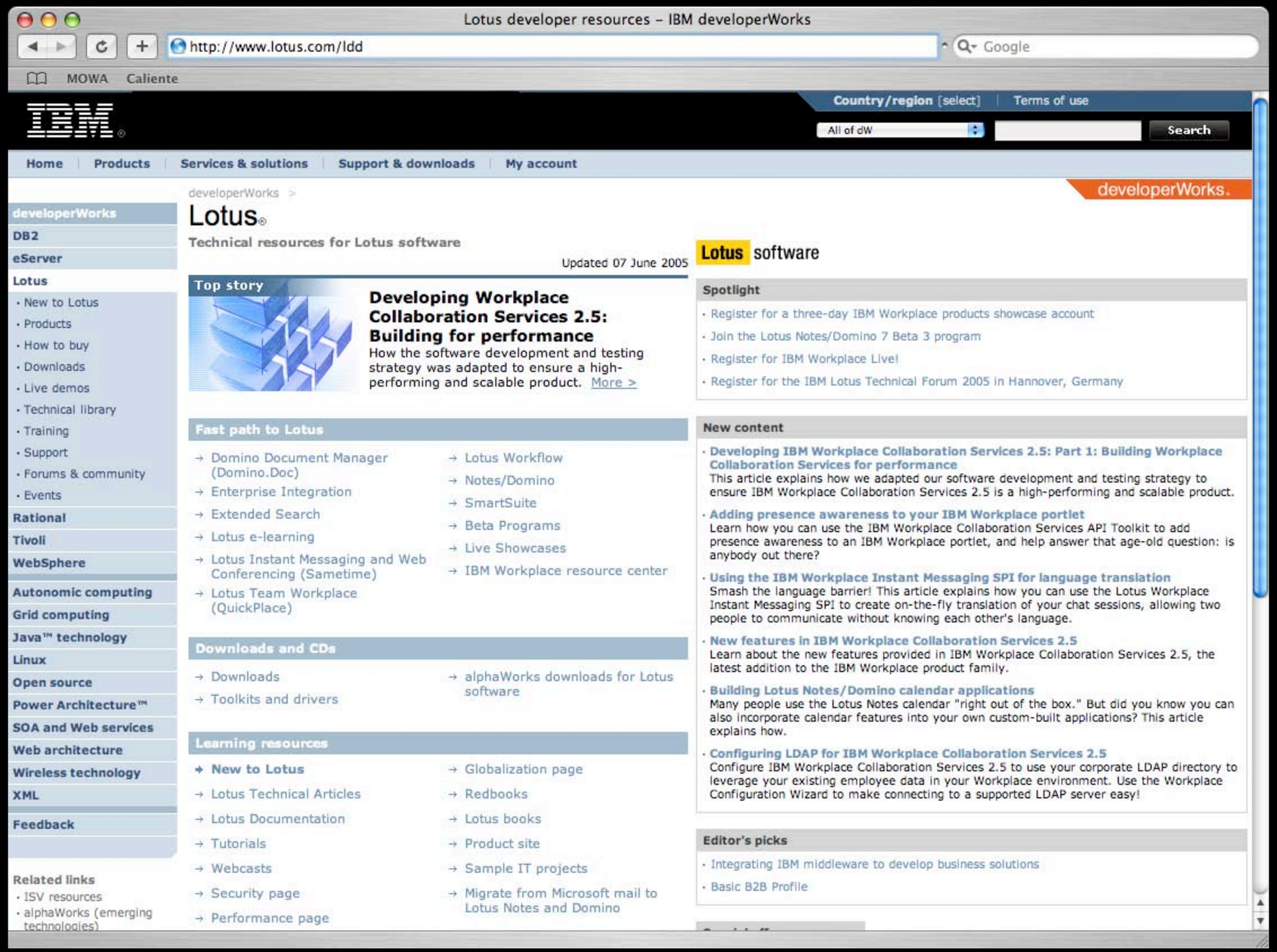
- Available today
  - Team Workplace (Internet Explorer)
  - Domino Document Manager (Internet Explorer)
  - SameTime Connect
  - Notes 6.5.3/6.5.4 supports Mac OS 10.3
  - Microsoft AD support
  - Upcoming release
    - Notes 6.5.5
    - Notes 7.0
      - Beta available at www.lotus.com/ldd

Coming Soon

- Notes 7.0.x with embedded Same Time presence awareness and IM
- Workplace Collaboration Services and Workplace Managed Client coming soon
- Lotus Team Workplace 7.0 (Safari)
- Lotus Domino Document Manager 7.0 (Safari)

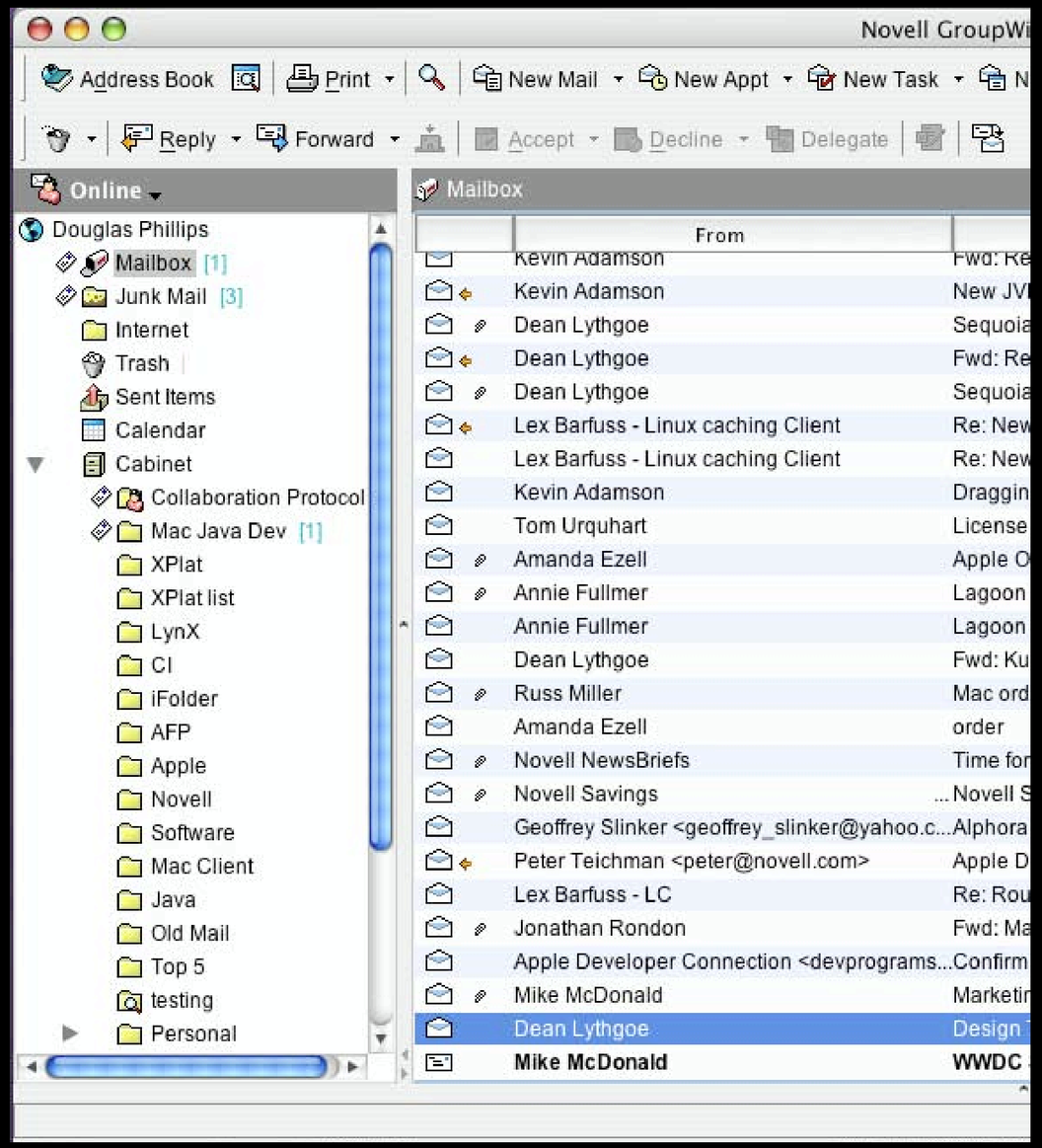
As it relates to upcoming releases, this information is based on IBM's current product plans and strategy, which are subject to change by IBM without notice.

www.lotus.com/ldd



Novell

http://developer.apple.com/wwdc2005/



GroupWise Cross-Platform Client

- Available today
  - GroupWise Cross Platform Client
  - GroupWise Cross Platform IM Client
  - GroupWise WebAccess Client
- Coming soon
  - Sequoia Release—Summer 2005

Novell®

Novell Resources

- Product Page
  www.novell.com/groupwise
- Cool Solutions
  www.gwmag.com
- Success stories
  www.novell.com/success
- Lab Time for further discussion

Collaboration Server Solutions

http://developer.apple.com/wwdc2005/

Mac OS X: A Great Collaboration Server

Kerio MailServer 6 for Mac OS X

- A complete collaboration server
- Shared contacts, calendars, and folders
- POP3 and IMAP email
- Integrated SpamEliminator
- SMTP spam relay protection
- Optional anti-virus from McAfee
- Webmail support for Safari, IE (Wintel), and Mozilla (Linux)
- Microsoft Entourage integration for Groupware access

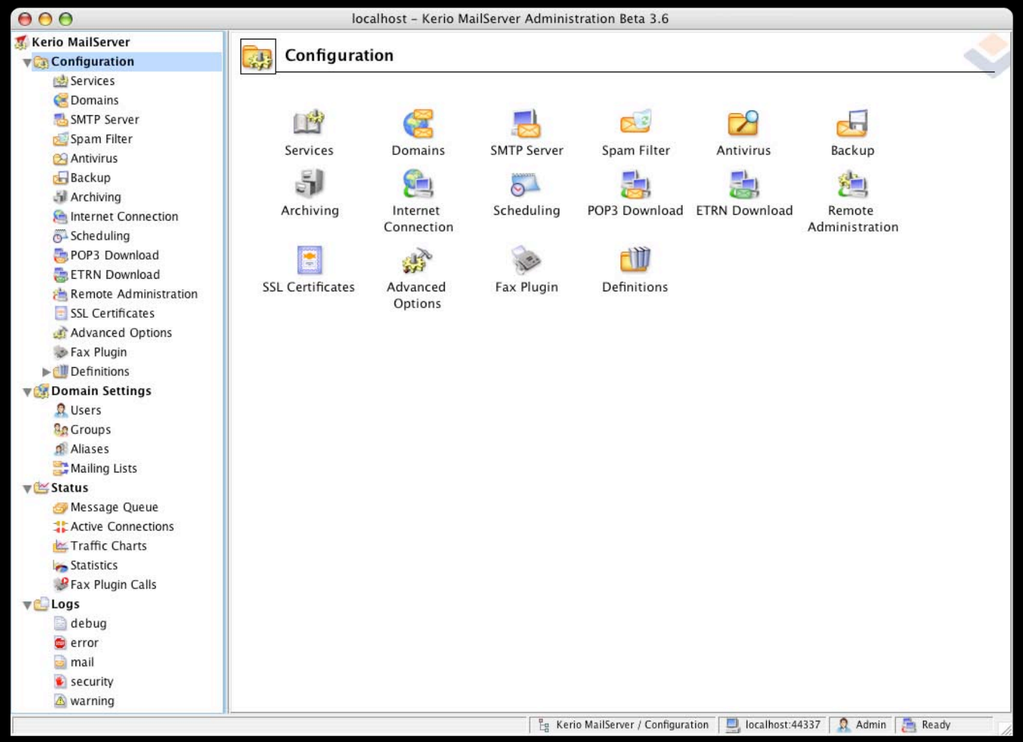
- PC Magazine's Best Small Business Mail Server of 2004

KERIO

Kerio Corporate Overview

- Targets small to medium-sized businesses
- Over 7,000 customer sites and 400,000 mailboxes
- Based in Santa Clara, CA with three offices worldwide
- Founded in 2001; sales grew 60% in 2004
- Mac OS X accounts for 15% of Kerio MailServer installs in 2005
- 30 day supported evaluation by download

Kerio MailServer —Administration



- Directory Service Support
  - For Active Directory or Apple Open Directory
- Watchdog integration in OS X server
  - Automated restart
- Cross Platform Administration console
  - Mac OS X 10.2/3/4, Linux and Windows

Kerio MailServer—Client Features

- Webmail support on Safari
  - Complete email client look-and-feel
  - Drag-and-drop messages
  - Out-of-office reply
  - Junk mail filter
- Entourage connectivity
  - Share calendars, contacts and email folders
  - No MS Exchange required
- LDAP server
  - Query contacts on the server

Kerio 6.1 on Tiger—New Features

- Beta available now: http://www.kerio.com/beta_section.html
- iCal support
- Firebird/SunBird calendar support
- MAPI connector
- SyncML support
- Free/Busy support for Webmail client
- Anti spam SPF
- Mail cleaning with 2 anti-virus products at once
- Offline MAPI Client

- XSAN support for clustering and failover (TBA post release)

Kerio Resources

Need more information?

- http://www.kerio.com/kms_home.htmlfor product description and trial downloads
- Product knowledge base:http://support.kerio.com
- Contactinfo@kerio.comwith additional questions
- WWDC Data Center for further demonstration and discussions

Stalker Software

http://developer.apple.com/wwdc2005/

Stalker Software Overview

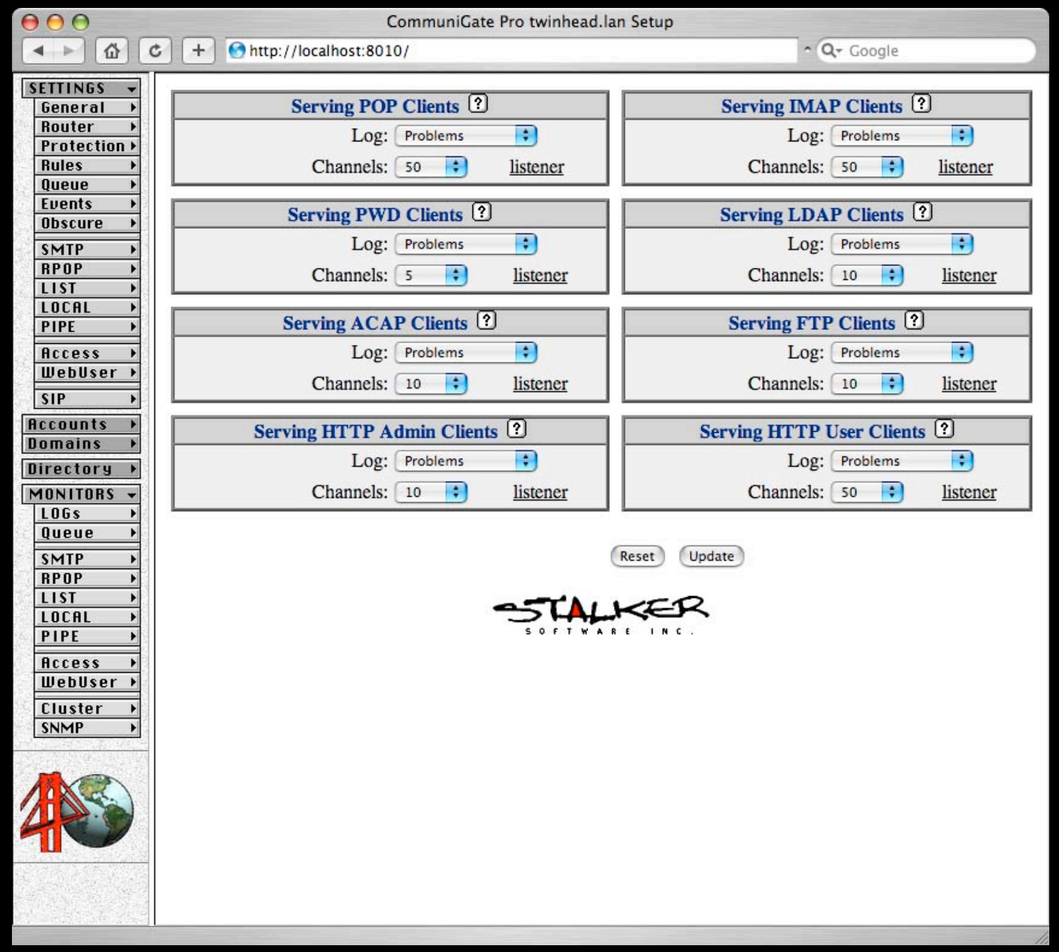
- Stalker Software is committed to developing leading edge messaging solutions and providing unparalleled customer satisfaction
  - Targets Enterprise, Educational, Telco, and ISP markets
  - Over 9,000 customers and 60 million active users
  - Based in Mill Valley, CA with offices in Japan, Germany and Russia
- Stalker has supported the Mac for over 11 years
  - 1,600 customers running CommuniGate Pro on Macs

STALKER
SOFTWARE INC.

CommuniGate Pro

Standards-based communication server offering

- Email (supporting SMTP, POP, IMAP)
- User directory and address books
- Mailing lists
- Calendaring/scheduling
- User self-administration (filtering rules, vacation messages)
- Real-time communications (IM, VoIP, SIP, etc.)
- Advanced security and spam/virus protection
- Easy administration via secure Web-based interface



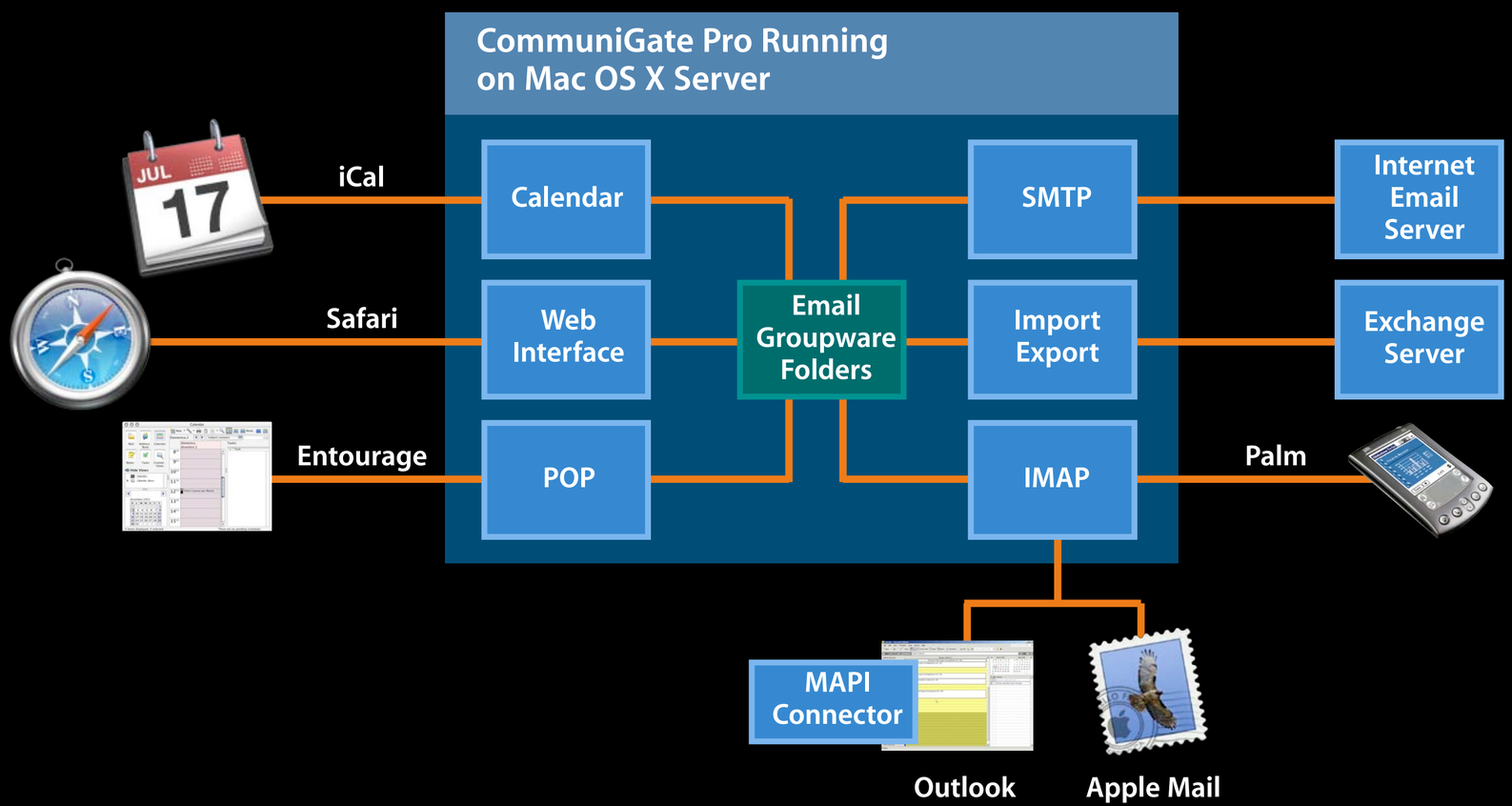
Server Features

- Provides flexible architecture, both single server and multi-server Dynamic Cluster (Active-Active Redundancy on NFS Cluster or Cluster File System)
- Runs on over 30 operating system hardware combinations including Mac OS X, UNIX, Linux, Windows, AS400
- Encrypted Message Store (patent pending)

Supported Clients

CommuniGate Pro

- Supports the widest variety of clients and applications. This diverse client side functionality is made possible through the centralized, standards-based data store



Resources

Documentation

- Collateral—Downloadable from Stalker Software Website (printed versions also available)
  - Data Sheets, White Papers, Case Studies

    Competitive Overviews (call to discuss)
- Pricing and Licensing Information
  - http://www.stalker.com/CommuniGatePro/Licensing.html
- Latest Reviews and Articles
  - http://www.stalker.com
- Technical Information and Support
  - http://www.stalker.com/support/cpro.html
- Contact: Mark Friedberg, Director Channel Sales,
  - mfriedberg@stalker.com

Technical Case Studies

http://developer.apple.com/wwdc2005/

Children's Hospital Oakland Research Institute
CHORI

Ben Hanes
Senior Systems Analyst

http://developer.apple.com/wwdc2005/

Who Is CHORI?

Children's Hospital Oakland Research Institute

- One of the oldest, largest, busiest pediatric medical centers
- 43 Principal Scientists, more than 300 researchers

IT Infrastructure

- Over 400 users
- Only 3 IT staff
- Heterogeneous Environment
  - 50% Mac, 50% PC
- Cross functional IT staff

Business Challenge

- Uptime, Uptime, Uptime
  - Continuous collaboration via email essential to win key grants for research
- Open Standards
  - Integrate with existing infrastructure, flexibility for the future

Selection Process

- Security/Virus Attacks
  - Apple provides a secure platform to build mission critical services
- Reliability
  - Need a solution proven in the market
- Price/Performance
  - Looked at Exchange
    - More than 10x the cost of Communigate!
- Scalability
  - Option to add to deployment/cluster servers later down the line if needed

Deployment

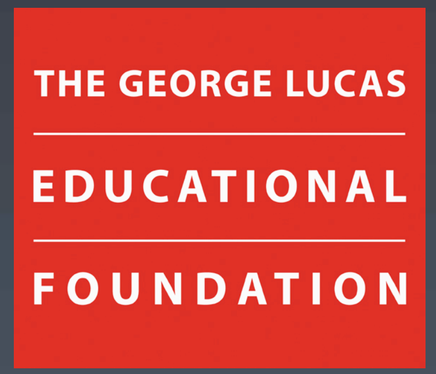
- Migration
  - Used IMAP to migrate users from Novell Groupwise
  - Used Wingra Technologies migration tool for address book and calendar info
  - Output a .PST file -> import to Outlook as archive -> copy to Communigate
- Training
  - Stalker Training, Apple Training, User Training
- Consulting Services
  - Apple Consulting Team helped deploy fail-over solution with X Serve RAID

Status and Future

- Current Status
  - Stability
    - Extremely pleased with performance and stability of Communigate/OSX Server solution
- Future for CHORI
  - Looking at XSAN to help manage growing storage needs
  - Full blown Entourage groupware support in version 5
  - Investigating use of SIP technology for audio/video communication
  - Directory Integration—would like to leverage LDAP integration with AD, OD, Novell

George Lucas Educational Foundation

Geoff Butterfield
Director of Information Technologies



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Who Is GLEF?

George Lucas Educational Foundation

- Founded in 1992
- Nonprofit foundation that promotes exemplary K-12 education practices
- Produce CD-ROMs, DVDs, Multimedia, Web Sites and Print Media to achieve goals
- Over 500 hundred online articles and 100 video documentaries
- New Magazine launched this year—“Edutopia”

IT Infrastructure

- 30 Users
- Only three IT staff
  - Wide variety of IT duties
- Heterogeneous Environment
  - 80% Mac, 20% PC
  - 40% laptops, 60% desktops
  - Wide variety of email clients

Business Challenge

- Increased Groupware functionality
  - Need to provide expanded set of collaboration services
    - Calendaring required by all users as the norm
- XServe-based solution
  - Need to leverage existing investment in OS X Servers

Selection Process

- Requirements
  - Robust Anti-Spam and Anti-Virus
  - Groupware/Calendar capabilities
  - Easy to use admin tools and backup feature
  - Support
- Platform
  - Needs to run on XServes

Status

- Current Status
  - Happy with the Calendar functionality that Kerio provides
- Take-aways
  - Be realistic about users needs/expectations
    - Users have grown to expect excellent calendar/groupware experience
  - ISP policies prevent access from home/on the road
    - Good webmail/calendar implementation crucial

Conclusion

http://developer.apple.com/wwdc2005/

Summary

- Tiger Server is a great platform for collaboration
  - iChat Jabber Server
  - Weblog Server
  - Directory Integration
  - Secure platform
- With Kerio and Communigate Pro running on OS X server you have a great collaboration solution

Q&A

http://developer.apple.com/wwdc2005/

Who to Contact

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More Information

http://developer.apple.com/wwdc2005/

Documentation, Sample Code, and Other Resources

http://developer.apple.com/wwdc2005/

WWDC2005

Worldwide Developers Conference